



Schedule

U.S. GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE

Authorized Federal Supply Schedule Price List

CONTRACTOR:

SUTHERLAND GLOBAL SERVICES INC.

1160 PITTSFORD VICTOR RD
PITTSFORD, NY 145343886
Contract Number: GS23F044AA

Schedule Title : **Financial and Business Solutions (FABS)**

Product Service Code : **R704**

DUNS# : **173293085**

Contract Period : **July 10, 2013 - July 9, 2018**

Business Size : **Other than Small Business**

Contract Administrator : **Jason M.G. Essley**

Phone Number : **585-586-5757**

Fax Number : **585-784-2154**

Web Site : <http://www.suth.com>

Online access to contract ordering information, terms and conditions, up-to-date pricing,
and the option to create an electronic delivery order are available through
GSA Advantage!, a menu-driven database system.
<http://www.GSAAdvantage.gov>

For more information on ordering from Federal Supply Schedules, visit
<http://www.gsa.gov/portal/content/197989>

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 Product Service Code : **R704**
 DUNS# : **173293085**
 Contract Period : **July 10, 2013 - July 9, 2018**
 Business Size : **Other than Small Business**

Awarded service information listed by Special Item Numbers (SINS):

SIN:520 11 - Accounting

Professional Services

Accountant

Accounting Associate. Process, record, and pay invoices, bills, and other transactions. Record fiscal transactions, balancing and reconciling accounts. Assist accountants and auditors with bookkeeping, clerical duties, and managing accounts. Resolve outstanding payments through communication with departments, vendors, and clients.

Unit of Issue:	Per Hour
GSA Price:	\$33.31
07/10/2014 – 07/09/2015:	\$33.97
07/10/2015 – 07/09/2016:	\$34.65
07/10/2016 – 07/09/2017:	\$35.35
07/10/2017 – 07/09/2018:	\$36.05

Administrative Support

Provide administrative support to professionals working on projects and coordinate meetings. Fill out and organize forms, invoices, correspondence, and other paperwork. Provide assistance to management by conducting research and preparing reports or presentations. Typical years experience in field of 4 years. Skills/Specialties include Customer Service, Data Entry, Office Administration, Organizing, and Typing.

Unit of Issue:	Per Hour
GSA Price:	\$31.90
07/10/2014 – 07/09/2015:	\$32.53
07/10/2015 – 07/09/2016:	\$33.19
07/10/2016 – 07/09/2017:	\$33.85
07/10/2017 – 07/09/2018:	\$34.53

Associate Manager

Supervisor, Degreed, 5+ years experience, CPA preferred. Review and edit accounting entries and transactions for accuracy and proper documentation. Prepare and maintain financial reports while supervising a team.

Unit of Issue:	Per Hour
GSA Price:	\$42.19
07/10/2014 – 07/09/2015:	\$43.03
07/10/2015 – 07/09/2016:	\$43.89
07/10/2016 – 07/09/2017:	\$44.77
07/10/2017 – 07/09/2018:	\$45.66

Customer Service Representative

Ensures delivery of excellent customer service through fast and accurate processing of orders, communication, and coordinating with other departments to resolve inquiries. First point of customer contact for general inquiries like pricing, products, scheduling etc. Builds and maintain business relationship with clients by providing prompt and accurate service so as to promote customer loyalty. Skills/Specialties include Customer Service, Data Entry, Phone Support, and Typing.

Unit of Issue:	Per Hour
GSA Price:	\$31.68
07/10/2014 – 07/09/2015:	\$32.31
07/10/2015 – 07/09/2016:	\$32.96
07/10/2016 – 07/09/2017:	\$33.61
07/10/2017 – 07/09/2018:	\$34.29

Financial Analyst

Sr Staff Accountant, Degreed, 3-5 years experience. Assist with preparation of weekly, monthly and quarterly financial analysis schedules of actual vs. budget variances. Prepare detailed annual financial budget and monthly financial forecasts. Provide financial analysis support to various areas of the company. Years experience in field of 3-5 years. Skills/Specialties include Accounting, Financial Analysis. Holds Bachelor's Degree. Certifications required include Certified Public Accountant (CPA).

Unit of Issue:	Per Hour
GSA Price:	\$60.62
07/10/2014 – 07/09/2015:	\$61.83
07/10/2015 – 07/09/2016:	\$63.07
07/10/2016 – 07/09/2017:	\$64.33
07/10/2017 – 07/09/2018:	\$65.62

Junior Accountant

Accounting Associate. Scanning/Indexing/Sort documents and post debits/credits to proper account. Verify amounts and codes on various forms for accuracy. Balance entries and make necessary corrections. Maintain and make necessary adjustments to records and/or logs such as journals, payroll/time reports, or property records. Verify and reconcile simple bank statements or department records.

Unit of Issue:	Per Hour
GSA Price:	\$32.48
07/10/2014 – 07/09/2015:	\$33.13
07/10/2015 – 07/09/2016:	\$33.79
07/10/2016 – 07/09/2017:	\$34.47
07/10/2017 – 07/09/2018:	\$35.15

Junior Customer Service Representative

Collect customer information and enter it into the appropriate repository. Answer questions, provide information, and resolve complaints, and answer questions about billing. Coordinate with customers to resolve any billing inquiries. Act as the first point of contact for customers seeking help with products or technical issues. Provide troubleshooting and technical assistance to customers.

Unit of Issue:	Per Hour
GSA Price:	\$30.35
07/10/2014 – 07/09/2015:	\$30.95
07/10/2015 – 07/09/2016:	\$31.57
07/10/2016 – 07/09/2017:	\$32.20
07/10/2017 – 07/09/2018:	\$32.85

Junior Financial Analyst

Staff Accountant, Maintain records of assets, liabilities, profit and loss, tax liability, or other financial activities within an organization. Maintain general ledger as needed. Analyze financial data in order to prepare financial reports. Generate and interpret financial records and statements for management.

Unit of Issue:	Per Hour
GSA Price:	\$52.33

07/10/2014 – 07/09/2015:	\$53.38
07/10/2015 – 07/09/2016:	\$54.45
07/10/2016 – 07/09/2017:	\$55.54
07/10/2017 – 07/09/2018:	\$56.64

Manager

Manager, Degreed, 5+ years experience, CPA preferred. Process, record, and pay invoices, bills, and other transactions. Record fiscal transactions, balancing and reconciling accounts. Assist accountants and auditors with bookkeeping, clerical duties, and managing accounts. Resolve outstanding payments through communication with departments, vendors, and clients. Holds Bachelor's Degree.

Unit of Issue:	Per Hour
GSA Price:	\$45.01
07/10/2014 – 07/09/2015:	\$45.90
07/10/2015 – 07/09/2016:	\$46.82
07/10/2016 – 07/09/2017:	\$47.76
07/10/2017 – 07/09/2018:	\$48.72

Program Director

Manages multiple lines of business or a single large program or client. Supervises multiple Account Managers (4 -8 direct reports). Main responsibilities are client relationship management; driving financial results; leadership for corporate vision, initiatives, and programs. Competencies include ability to drive financial results, excellent client relationship skills, and proven leadership capabilities.

Unit of Issue:	Per Hour
GSA Price:	\$116.38
07/10/2014 – 07/09/2015:	\$118.71
07/10/2015 – 07/09/2016:	\$121.09
07/10/2016 – 07/09/2017:	\$123.51
07/10/2017 – 07/09/2018:	\$125.97

Program Manager

Manages day-to-day operations and execution of programs. Supervises multiple Team Managers (4 ? 8 direct reports). Responsible for Service Delivery performance, client satisfaction, and program metrics. Based on program size, may oversee a single line of business or multiple programs. Competencies include strong client relationship skills, people management expertise, being data driven, and thoughtful decision-making ability.

Unit of Issue:	Per Hour
GSA Price:	\$66.88
07/10/2014 – 07/09/2015:	\$68.22
07/10/2015 – 07/09/2016:	\$69.58
07/10/2016 – 07/09/2017:	\$70.97
07/10/2017 – 07/09/2018:	\$72.39

Project Manager

Manage and communicate ongoing changes in tasks, goals, or performance. Participate in client meetings, contract finalization, and development of requirements and specifications. Manage project budget to reach revenue, cost, and profit targets. Assign resources to projects and project objectives and monitor progress. Develop project plans and facilitate resolution of all issues to reach project goals. Skills/Specialties include Microsoft Project, Project Management. Certifications include Project Management Professional (PMP). Holds Bachelor's Degree.

Unit of Issue:	Per Hour
GSA Price:	\$76.53
07/10/2014 – 07/09/2015:	\$78.07
07/10/2015 – 07/09/2016:	\$79.63

07/10/2016 – 07/09/2017:	\$81.22
07/10/2017 – 07/09/2018:	\$82.84

Quality Assistance Supervisor

Track the performance of employees to identify trends and make sure they meet sales and performance goals. Make sure call center employees provide complete and accurate information to callers. Provide employees with training and coaching to help them improve their skills. Monitor call center employees to ensure they provide customer service conforming to company guidelines. Provide reports on call center performance for the operations team and center managers. This category has supervisory responsibilities. Holds Bachelor's Degree.

Unit of Issue:	Per Hour
GSA Price:	\$30.08
07/10/2014 – 07/09/2015:	\$30.68
07/10/2015 – 07/09/2016:	\$31.29
07/10/2016 – 07/09/2017:	\$31.92
07/10/2017 – 07/09/2018:	\$32.55

Quality Assurance Specialist

Audit and review quality assurance processes and tasks, including calibrating across analysts. Document problems and provide feedback and coaching to improve call center quality. Monitor and evaluate call to the call center, and listen for deviations from organizational policies and standards. Synthesize and analyze call data to report on ticketing, timing, and other key metrics.

Unit of Issue:	Per Hour
GSA Price:	\$52.55
07/10/2014 – 07/09/2015:	\$53.60
07/10/2015 – 07/09/2016:	\$54.67
07/10/2016 – 07/09/2017:	\$55.77
07/10/2017 – 07/09/2018:	\$56.89

Reporting Analyst

Examine reports to locate and resolve errors. Assemble and analyze data for business reports, make sure data and calculations are accurate. Maintain systems for recording business and financial data. Train employees how to follow company standards and procedures when creating reports.

Unit of Issue:	Per Hour
GSA Price:	\$27.46
07/10/2014 – 07/09/2015:	\$28.01
07/10/2015 – 07/09/2016:	\$28.57
07/10/2016 – 07/09/2017:	\$29.15
07/10/2017 – 07/09/2018:	\$29.73

Senior Accountant

Accounting Associate, 3-5 years experience. Maintain general ledger as needed. Generate and interpret financial records and statements for management. Analyze financial data in order to prepare financial reports and prepare budget forecasts. Maintain records of assets, liabilities, profit and loss, tax liability, or other financial activities within an organization. Investigate budget and variance issues.

Unit of Issue:	Per Hour
GSA Price:	\$33.96
07/10/2014 – 07/09/2015:	\$34.64
07/10/2015 – 07/09/2016:	\$35.34
07/10/2016 – 07/09/2017:	\$36.04
07/10/2017 – 07/09/2018:	\$36.77

Senior Customer Service Representative

Analyze trends in issues and products while tracking resolutions, product failures, and need for customer support. Transform customer issues into improvements for products and information for customers. Triage customer problems online, over the phone or in person and resolve or escalate them. Troubleshoot, identify, and resolve problems with electronic equipment or software remotely or in a customer setting. Recommend technical and product solutions to customers and internal teams. Work directly with customers to answer technical and product questions.

Unit of Issue:	Per Hour
GSA Price:	\$37.48
07/10/2014 – 07/09/2015:	\$38.23
07/10/2015 – 07/09/2016:	\$38.99
07/10/2016 – 07/09/2017:	\$39.77
07/10/2017 – 07/09/2018:	\$40.56

Senior Financial Analyst

Assist with preparation of weekly, monthly and quarterly financial analysis schedules of actual vs. budget variances. Prepare detailed annual financial budget and monthly financial forecasts. Provide financial analysis support to various areas of the company. Typical years experience in field of 5 years. Holds Bachelor's Degree. Certifications required include Certified Public Accountant (CPA).

Unit of Issue:	Per Hour
GSA Price:	\$69.03
07/10/2014 – 07/09/2015:	\$70.41
07/10/2015 – 07/09/2016:	\$71.82
07/10/2016 – 07/09/2017:	\$73.26
07/10/2017 – 07/09/2018:	\$74.72

Sr. Manager - Accounting

Manage the daily activities of the accounting department. Collect and provide information for audit inquiries and give assistance to auditors. Assist in the development and implementation of policies and procedures relating to financial management, budget and accounting. Oversee the posting and maintenance of general ledger accounts, payroll transactions, accounts payable and general ledger adjustments. Provide financial analysis statements including monthly balance sheets, income statements, cash flows statements, and actual to budget and last year variance analysis. Skills/Specialties include Accounts Payable, Accounts Receivable, Financial Analysis, and Financial Reporting. Holds Bachelor's Degree. Certifications required include Certified Public Accountant (CPA).

Unit of Issue:	Per Hour
GSA Price:	\$77.36
07/10/2014 – 07/09/2015:	\$78.91
07/10/2015 – 07/09/2016:	\$80.49
07/10/2016 – 07/09/2017:	\$82.11
07/10/2017 – 07/09/2018:	\$83.75

Team Leader

Resolve difficult customer queries or problems and coach staff in how to handle routine ones. Communicate with other business groups and executives, especially about team metrics. Lead staff to reach service, sale or support goals, including adherence to schedule and budget. This category has supervisory responsibilities.

Unit of Issue:	Per Hour
GSA Price:	\$47.31
07/10/2014 – 07/09/2015:	\$48.26
07/10/2015 – 07/09/2016:	\$49.23
07/10/2016 – 07/09/2017:	\$50.22
07/10/2017 – 07/09/2018:	\$51.22

Training Manager

Keeps abreast of training methods, techniques acquired by competitors. Manages the training programs of the call center/customer service operations. Develops, establishes and implements training programs to increase the efficiency of the operations. This category has supervisory responsibilities.

Unit of Issue:	Per Hour
GSA Price:	\$59.41
07/10/2014 – 07/09/2015:	\$60.59
07/10/2015 – 07/09/2016:	\$61.80
07/10/2016 – 07/09/2017:	\$63.04
07/10/2017 – 07/09/2018:	\$64.30

Training Specialist

Develops, implements and modifies training program to ensure effectiveness of programs delivered to call center/customer service personnel. Reports individuals' progress and identifies additional training needs. Assist in program development with new products and/or services. Skills/Specialties include Training.

Unit of Issue:	Per Hour
GSA Price:	\$50.79
07/10/2014 – 07/09/2015:	\$51.81
07/10/2015 – 07/09/2016:	\$52.85
07/10/2016 – 07/09/2017:	\$53.90
07/10/2017 – 07/09/2018:	\$54.98

SIN:520 5 - Loan Servicing & Asset Management

Accountant

Accounting Associate. Process, record, and pay invoices, bills, and other transactions. Record fiscal transactions, balancing and reconciling accounts. Assist accountants and auditors with bookkeeping, clerical duties, and managing accounts. Resolve outstanding payments through communication with departments, vendors, and clients.

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Administrative Support

Provide administrative support to professionals working on projects and coordinate meetings. Fill out and organize forms, invoices, correspondence, and other paperwork. Provide assistance to management by conducting research and preparing reports or presentations. Typical years experience in field of 4 years. Skills/Specialties include Customer Service, Data Entry, Office Administration, Organizing, and Typing.

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Associate Manager

Supervisor, Degreed, 5+ years experience, CPA preferred. Review and edit accounting entries and transactions for accuracy and proper documentation. Prepare and maintain financial reports while supervising a team.

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Customer Service Representative

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Manager

Manager, Degreed, 5+ years experience, CPA preferred. Process, record, and pay invoices, bills, and other transactions. Record fiscal transactions, balancing and reconciling accounts. Assist accountants and auditors with bookkeeping, clerical duties, and managing accounts. Resolve outstanding payments through communication with departments, vendors, and clients. Holds Bachelor's Degree.

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Unit of Issue:	Per Hour
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07/10/2015 – 07/09/2016:	\$35.34
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Senior Customer Service Representative

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07/10/2017 – 07/09/2018:	\$40.56

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Sr. Manager - Accounting

Manage the daily activities of the accounting department. Collect and provide information for audit inquiries and give assistance to auditors. Assist in the development and implementation of policies and procedures relating to financial management, budget and accounting. Oversee the posting and maintenance of general ledger accounts, payroll transactions, accounts payable and general ledger adjustments. Provide financial analysis statements including monthly balance sheets, income statements, cash flows statements, and actual to budget and last year variance analysis. Skills/Specialties include Accounts Payable, Accounts Receivable, Financial Analysis, and Financial Reporting. Holds Bachelor's Degree. Certifications required include Certified Public Accountant (CPA).

Unit of Issue:	Per Hour
GSA Price:	\$77.36
07/10/2014 – 07/09/2015:	\$78.91
07/10/2015 – 07/09/2016:	\$80.49
07/10/2016 – 07/09/2017:	\$82.11
07/10/2017 – 07/09/2018:	\$83.75

Team Leader

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Unit of Issue:	Per Hour
GSA Price:	\$47.31
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07/10/2015 – 07/09/2016:	\$49.23
07/10/2016 – 07/09/2017:	\$50.22
07/10/2017 – 07/09/2018:	\$51.22

Training Manager

Keeps abreast of training methods, techniques acquired by competitors. Manages the training programs of the call center/customer service operations. Develops, establishes and implements training programs to increase the efficiency of the operations. This category has supervisory responsibilities.

Unit of Issue:	Per Hour
GSA Price:	\$59.41
07/10/2014 – 07/09/2015:	\$60.59
07/10/2015 – 07/09/2016:	\$61.80
07/10/2016 – 07/09/2017:	\$63.04
07/10/2017 – 07/09/2018:	\$64.30

Training Specialist

Develops, implements and modifies training program to ensure effectiveness of programs delivered to call center/customer service personnel. Reports individuals' progress and identifies additional training needs. Assist in program development with new products and/or services. Skills/Specialties include Training.

Unit of Issue:	Per Hour
GSA Price:	\$50.79
07/10/2014 – 07/09/2015:	\$51.81
07/10/2015 – 07/09/2016:	\$52.85
07/10/2016 – 07/09/2017:	\$53.90
07/10/2017 – 07/09/2018:	\$54.98

Terms and Conditions:

1. Table of awarded special item number(s) with appropriate cross reference to item descriptions and awarded price(s):

SIN	Description
520 11	Accounting
520 5	Loan Servicing & Asset Management

2. Maximum order per SIN:

SIN	Maximum Order
520 11	\$1,000,000.00
520 5	\$1,000,000.00

3. Minimum order:

\$100.00

4. Geographic Coverage:

Domestic

5. Point(s) of production (city, county, and State or foreign country):

Pittsford, NY and other domestic offices.

6. Quantity Discounts:

7. Prompt payment terms:

00.000%-00 00.000%-00 NET 30

8. Government purchase cards accepted above the micro-purchase threshold:

Yes

9. Government purchase cards are accepted at or below the micro-purchase threshold:

Yes

10. Foreign Items:

NA

11. Time of Delivery:

0 Days Delivered (after receipt of order)

12. Expedited Delivery:

NA

13. Overnight and 2-Day Delivery:

NA

14. Urgent requirements:

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing). If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed-upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

15. F.O.B. points:

Alaska : D - Destination
Continental US : D - Destination
Hawaii : D - Destination
Puerto Rico : D - Destination

16. Ordering Addresses:

1	Fax:585-784-2154
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17. Ordering Procedures:

Contact Jason M.G. Essley, Director of Global Client Engagement, to place an order.585-586-5757, Ext. 6135Jason.Essley@sutherlandglobal.com

18. Payment Addresses:

1	Sutherland Global Services, Inc. Michael Bartusek, CFO 1160 Pittsford-Victor Road Pittsford, NY 14534 USA Ph:585-586-5757 Fax:585-784-2154 michael.bartusek@sutherlandglobal.com
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19. Warranty Provision:

NA

20. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):

Sutherland Global Services, Inc. accepts the Government purchase card above the micro-purchase threshold.

21. Terms and conditions of repair parts:

NA

22. Terms and conditions for any other services:

NA

23. Terms and conditions of rental, maintenance, and repair:

NA

24. Terms and conditions of installation:

NA

25. List of service and distribution points:

NA

26. List of participating dealers:

NA

27. Preventative maintenance:

NA

28. Special attributes such as environmental attributes:

NA

29. Section 508 compliance information:

NA

30. Data Universal Number System (DUNS) number:

173293085